

Tech Advisory Meeting
September 12, 2007

Presence: Rawdon Cheng (UHLS, notes), Jonathan Koppel (UHLS), John Love (BETH), Geoff Kirkpatrick (BETH), Karrie McLellan (EGRN), Laurie Louis (APLM), Marcia Middleton (APLM), Richard Naylor (COLN)

VIRUS

We had a number of virus attacks during the summer affecting some member libraries. Since the worm had generated so much traffic that clogged up UHLS Internet link, the effect affects more than just the infected libraries but also affecting horizon service.

Though all presented attendees have Symantec Anti Virus installed in the library, the worm was not successfully cleaned. Later it was found out that Symantec had a later build that would clean the virus.

Symantec used to send notification when there was a new version of software available but none of the support staff received it so it is not known if Symantec has been doing it.

Some libraries are faithfully to check if there is a later build on a regular basis. Staff can set up a reminder to check it on a regular basis.

One suggestion is if anybody knows there is a later build, send an email out to Tech advisory council to alert others.

TIPS

The latest build of NAV can be downloaded from fileconnect.symantec.com. License information is needed to enter this site.

NAV 10.1.6 has problems with domain profile. It requires a patch.

During the outbreak of the virus, BETH installed zonealarm on suspected pc to monitor what traffic get in and out of the pc.

BETH uses DeepFreeze on circulation pc with USB flash drive to store PcReliance data.

Ethereal was demonstrated to sniff network traffic. It requires a hub or manage switch since switch is designed to isolate traffic addressed to individual hosts. It will help to see what goes on the network to identify possible threats.

WINDOWS DOMAIN

Some libraries are moving to windows domain for easier control access to network resource. BETH reported that some of its domain users do not have full access to their own profile after logging on a new workstation. Wireless access is substantial slower to

log in. it is worse if the computer has just power up. It takes the wireless card some time (about 1 minute) to be active so before it is ready, users will not be able to login.

APL is moving its users to domain environment. Marcia is seeking suggestions how to deploy it to satisfy its needs. One suggestion is not to put circ desk on domain since it needs little network resource. Circ pc can also be set up as mandatory profile. Folder redirection is practical but if the network connection is broken, users will lose access to the files that redirected. Offline file is great but there are certain file types cannot be synchronized and a persistent dialog box will pop up during synchronization which user must hit ok button to continue.

APL expects to double the number of pc in ten years. Marcia is looking into Thin client. Rawdon suggested trying out Terminal Services in a small dept first.

PUBLIC PC SOFTWARE

APL is looking for ways to reduce software licensing cost for public pc. Techsoup has great price but it has limitations such as number of licenses can be purchased. With over 100 pc in multiple locations, it is expensive to install all software uniformly. Marcia seeks opinions about public reaction to OpenOffice. She does not feel comfortable with online application such as googledocs since privacy is an issue.

OTHER ISSUE

NYPL is selling 2GB(?) USB flash drive for \$10. UHLS will contact NYPL to find out more.

Next meeting: 9:30am November 14, 2007 at UHLS